**BCS Digital Industries Apprenticeship**

**Template 4 – Employer Reference**

**Level 3 Infrastructure Technician Apprenticeship**

**Version 3.2**

**May 2019**

**Change History**

Any changes made to the project shall be clearly documented with a change history log. This shall include the latest version number, date of the amendment and changes made. The purpose is to identify quickly what changes have been made.

|  |  |
| --- | --- |
| Version Number and Date | Changes Made |
| V3.0  April 2019 | Change History table added to document. Major changes to document throughout. Standard specific competencies and proficiencies unchanged. |
| V3.1  May 2019 | Update to section Business Skills and Complexity proficiencies as 2 proficiencies had been omitted in template update. |
| V3.2  May 2019 | Update to Health and Safety competence to reflect Occupational Brief. |
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## Infrastructure Technician Template 4 – Employer Reference

**Apprentice Details**

|  |  |
| --- | --- |
| Name |  |
| ULN number |  |

**Training Provider Details**

|  |  |
| --- | --- |
| Contact name |  |
| Company name |  |
| Company address |  |

**Employer Details**

|  |  |
| --- | --- |
| Name |  |
| Company address |  |
| Signed by:  Print name:  Job title:  Date: | |

**Section 1**

**Starting the Apprenticeship**

The apprentice may have just joined your organisation but could also be an existing employee who has joined the apprenticeship programme.

The intent of the employer reference is for you to support your apprentice by validating the evidence that they have submitted for end point assessment (EPA).

**You should complete this initial section when the apprenticeship starts.**

## Infrastructure Technician Standard Number ST0125

The knowledge, skills and behaviours that must be demonstrated by the end of this apprenticeship are defined by the Standard

<https://www.instituteforapprenticeships.org/apprenticeship-standards/infrastructure-technician/>

**Role Profile**

An infrastructure technician provides support to internal and external customers, helping them to be productive when using technology to do their own jobs, by using tools to problem solve and trouble shoot non-routine problems. The infrastructure technician sets people up on systems and provides support when they need it, rectifying issues to maintain the organisations productivity.

**Typical Job Roles**

Help Desk Technician, First or Second Line Support, IT Infrastructure Technician, Network Support

**Please complete the following fields:**

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| --- | --- | --- |
| **Job Title of Apprentice** | **Brief Summary of the Common Duties that the Apprentice Will be Doing for your Organisation** | **Date Started** |
|  |  |  |

The standard defines the technical knowledge and understanding that will be required by the apprentice, these will generally be delivered by the training provider that you have chosen to work with. This knowledge and understanding will be confirmed by the five knowledge modules, each of these must be successfully covered, either by passing an approved knowledge module exam or, in the case of this standard by any number of approved vendor certifications that can provide a proxy for a specific knowledge module. Over their time on the apprenticeship, your apprentice will apply the underpinning knowledge gained through the training to actual work-related activities required by the role that you have employed them to fulfil. The apprentice should work with one or more mentors within your organisation who will provide advice, guidance and training on how the knowledge gained by the apprentice is applied in actual working situations.

The standard also defines a number of technical competences, your apprentice must demonstrate competence in all of them to achieve the standard. The following must bedemonstrated by the apprentice in their Summative Portfolio, which provides evidence against the totality of the standard, based on the application of knowledge, competence and behaviours to real work projects in the work environment.

## Technical Competencies

* **Communication:** works both independently and as part of a team and following the organisations standards; competently demonstrating an ability to communicate both in writing and orally at all levels, using a range of tools and demonstrating strong interpersonal skills and cultural awareness when dealing with colleagues, customers and clients during all tasks.
* **IT Security:** demonstrates the necessary skills and behaviours to securely operate across all platforms and areas of responsibilities in line with organisational guidance and legislation.
* **Remote Infrastructure:** effectively operates a range of mobile devices and securely add them to a network in accordance with organisations policies and procedures
* **Data:** effectively records, analyses and communicates data at the appropriate level using the organisation’s standard tools and processes and to all stakeholders within the responsibility of the position
* **Problem Solving:** applies structured techniques to common and non-routine problems, testing methodologies and troubleshooting and analyses problems by selecting the digital appropriate tools and techniques in line with organisation guidance and to obtain the relevant logistical support as required
* **Workflow Management:** works flexibly and demonstrates the ability to work under pressure to progress allocated tasks in accordance with the organisation’s reporting and quality systems
* **Health and Safety:** interprets and follows IT legislation to securely and professional work productively in the work environment
* **Performance:** optimises the performance of hardware, software and Network Systems and services in line with business requirements
* **Environment:** can explain the correct processes associated with WEEE (the Waste Electrical and Electronic Equipment Directive)

BCS have created a Standard Specific Guide for this standard and also provides Template 5 – Summative Portfolio Checklistwhich gives advice and guidance on what types of evidence are suitable for each of the above criteria, it also includes specific details of the minimum evidence requirements.

Please note, the apprenticeship standards are designed to cover a wide range of different job roles so there may be a small number of areas within these mandatory requirements that are not naturally occurring within the day-to-day duties of your apprentice. If you are a larger organisation, it is perfectly acceptable for you to second your apprentice to a different department for a period (at least a week) to allow them exposure to some activities that they may not come into contact with. If this is not possible, you, your apprentice and your selected training provider should select a synoptic project that will allow your apprentice to demonstrate that they are competent in criteria that they are not exposed to during their normal working activities. Please also note, the synoptic project is the only area within the submitted portfolio of evidence that does not draw from the real work environment

**Section 2**

**Technical Competence Evaluation**

Please provide your evaluation of the technical competence of the apprentice using the tables below. Under each heading are details of the activities that a competent apprentice should be able to demonstrate by the time that they are judged ready, by you, your chosen training provider and the apprentice themselves, to apply for the EPA.

We strongly recommend that you continually review your apprentice against these competences throughout the duration of the apprenticeship and periodically update this document. A suitable time to add comments and evidence could be during your performance reviews (or similar) with your apprentice.

**Competence – Communication**

**Works both independently and as part of a team and following the organisations standards; competently demonstrating an ability to communicate both in writing and orally at all levels, using a range of tools and demonstrating strong interpersonal skills and cultural awareness when dealing with colleagues, customers and clients during all tasks.**

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| **How has your apprentice demonstrated competence in this area? (please give examples)**  NOTE: this box will expand as required |

**Competence – IT Security**

**Demonstrates the necessary skills and behaviours to securely operate across all platforms and areas of responsibilities in line with organisational guidance and legislation.**

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| **How has your apprentice demonstrated competence in this area? (please give examples)**  NOTE: this box will expand as required |

**Competence – Remote Infrastructure**

**Effectively operates a range of mobile devices and securely add them to a network in accordance with organisations policies and procedures.**

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| **How has your apprentice demonstrated competence in this area? (please give examples)**  NOTE: this box will expand as required |

**Competence – Data**

**Effectively record, analyse and communicate data at the appropriate level using the organisation’s standard tools and processes, and to all stakeholders within the responsibility of the position.**

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| **How has your apprentice demonstrated competence in this area? (please give examples)**  NOTE: this box will expand as required |

**Competence – Problem Solving**

**Apply structured techniques to common and non-routine problems, testing methodologies and troubleshooting, and analyse problems by selecting the digital appropriate tools and techniques in line with organisation guidance and to obtain the relevant logistical support as required.**

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| **How has your apprentice demonstrated competence in this area? (please give examples)**  NOTE: this box will expand as required |

**Competence – Workflow Management**

**Work flexibly and demonstrate the ability to work under pressure to progress allocated tasks in accordance with the organisation’s reporting and quality systems.**

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| **How has your apprentice demonstrated competence in this area? (please give examples)**  NOTE: this box will expand as required |

**Competence – Health and Safety**

**Interprets and follows IT legislation to securely and professional work productively in the work environment and understands and applies health and safety policies to everyday work.**

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| **How has your apprentice demonstrated competence in this area? (please give examples)**  **Interprets and follows IT legislation to securely and professional work productively in the work environment:**  **Understands and applies health and safety policies to everyday work:**  NOTE: this box will expand as required |

**Competence – Performance**

**Optimise the performance of hardware, software and Network Systems and services in line with business requirements.** (Note – this has a requirement for configuration of hardware and software devices)

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| **How has your apprentice demonstrated competence in this area? (please give examples)**  **Hardware:**  **Software:**  NOTE: this box will expand as required |

**Competence – Environment**

**Explain the correct processes associated with WEEE (the Waste Electrical and Electronic Equipment Directive).**

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| **How has your apprentice demonstrated competence in this area? (please give examples)**  NOTE: this box will expand as required |

**Section 3**

**Behaviours, Business Skills and Level of Responsibility Evaluation**

Please provide an evaluation as to the level of responsibility of the apprentice you are providing a reference for using the tables below. Under each heading is a list of proficiencies that a competent apprentice should display.

**Proficiency – Business Skills**

* **Demonstrates an analytical and systematic approach to issue resolution.**
* **Demonstrates effective communication skills.**
* **Contributes fully to the work of teams.**
* **Appreciates the wider business context, and how their role relates to other roles and to the business of the employer of client.**

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| **How has your apprentice demonstrated competence in these areas? (please give examples)**  **Demonstrates an analytical and systematic approach to issue resolution:**  **Demonstrates effective communication skills:**  **Contributes fully to the work of teams:**  **Appreciates the wider business context, and how their role relates to other roles and to the business of the employer of client:**  NOTE: this box will expand as required |

**Proficiency – Complexity**

* **Performs a range of work, sometimes complex and non-routine, in a variety of environments.**
* **Applies methodical approaches to issue definition and resolution.**
* **Undertakes all work in accordance with agreed safety, technical and quality standards, using appropriate methods and tools.**

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| **How has your apprentice demonstrated competence in this area? (please give examples)**  **Performs a range of work, sometimes complex and non-routine, in a variety of environments:**  **Applies methodical approaches to issue definition and resolution:**  **Undertakes all work in accordance with agreed safety, technical and quality standards, using appropriate methods and tools:**  NOTE: this box will expand as required |

**Proficiency – Autonomy**

* **Works under general direction.**
* **Determines when issues should be escalated to a higher level.**

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| **How has your apprentice demonstrated competence in this area? (please give examples)**  **Works under general direction:**  **Determines when issues should be escalated to a higher level:**  NOTE: this box will expand as required |

**Proficiency – Influence**

* **Has working level contact with customers, suppliers and partners.**

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| --- |
| **How has your apprentice demonstrated competence in this area? (please give examples)**  **Has working level contact with customers, suppliers and partners:**  NOTE: this box will expand as required |

**Overall Impressions and Constructive Feedback**

This section is an opportunity for you to provide written feedback outside the rigid competency structure.

It is a free text field to allow you to share general thoughts on the apprentice’s performance in case you were unable to say everything you wanted to say using the structured template.

For example, you may want to highlight some of the areas where you have not been able to give the apprentice the exposure they would have liked.

We would welcome any general constructive development advice you may wish to give.

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| NOTE: this box will expand as required |

## Please accept our sincere thanks for the support that you have provided to your apprentice.